

CATAWBA COUNTY PERFORMANCE EVALUATION PROGRAM

Name: _____ **Position:** CREW CHIEF

Department: EMERGENCY SERVICES **Division:** EMERGENCY MEDICAL SERVICES

Date of Evaluation: _____ **Evaluation Period:** _____

Grand Total Evaluation Rating: _____

The Catawba County "Performance Appraisal and Development Manual" provides guidelines for the performance appraisal process and direction on how to accurately and consistently apply these guidelines. The manual is available on the Catawba County Intranet or through the County Personnel Department.

Section I: Ratings

- a. Record in the *Comments* column applicable statements that describe employee's performance. Comments should support the rating to be given.
- b. Using the Performance Levels listed below, record in the *Rating* column the number that best indicates the employee's level of performance.
- c. Multiply the *Rating* times *Weight* to arrive at the performance factor score. Record this number in the *Score* column.
- d. Complete steps a through c for each performance factor listed.
- e. Add all performance factor scores to arrive at the overall rating.
- f. Note: When an employee receives a rating of *Needs Improvement* or *Does Not Meet Expectations* on any performance factor, a corrective action plan must be developed and reviewed with the employee.

Performance Levels and Score:

| | |
|----------------------------|------------|
| Exceeds Expectations | 3.0 |
| Meets Expectations | 2.0 or 2.5 |
| Needs Improvement | 1.0 or 1.5 |
| Does Not Meet Expectations | 0.0 |

| Performance Factor <i>Meets Expectations definition is included for reference.</i> | Comments: | Rating | Weight | Score |
|---|-----------|--------|--------|-------|
| Adherence to Policies: Generally follows established procedures, including written and oral communication, standard operating procedures. | | | 0.10 | |
| Coaching: Gives employees opportunities for training. Assists and encourages other employees to develop knowledge and skills. Generally offers sound advice. | | | 0.10 | |
| Customer Service: Consistently responsive | | | 0.10 | |

| | | | | |
|---|--|--|------|--|
| and helpful to customers requiring service/ assistance; exhibits courtesy, tact and timeliness. Attempts to assist customers before referring elsewhere. Appreciates the need to serve citizens. Effectively and positively communicates county, organizational and unit priorities, goals and concerns to internal and external customers. | | | | |
| Initiative: Consistently dependable and diligent. Does not wait for or need direction, taking necessary or appropriate action without prompting or reminding. Seeks clarification and additional information to broaden knowledge. | | | 0.10 | |
| Job Knowledge, Skills and Abilities: Consistently demonstrates continued familiarity with goals, policies, procedures, equipment and materials necessary to fulfill essential functions of the job. Demonstrates the skills and ability to fulfill the functions. Can perform with only occasional supervision. | | | 0.10 | |
| Judgment: Generally exhibits evidence of having considered pros and cons and having weighed alternative actions, taking into account organizational needs before making a decision. Judgments generally result in positive outcomes. | | | 0.10 | |
| Leadership: Effectively communicates and actively builds relationships within and outside work group. Demonstrates use of interpersonal styles, skills | | | 0.20 | |

| | | | | |
|---|--|---------------|------|--|
| and methods to guide individuals or group to accomplish a task. | | | | |
| Quality of Work: Work is usually thorough and accurate. Effective in utilizing time and materials to complete tasks on schedule. | | | 0.10 | |
| Safety: Attends training. Uses equipment as assigned. Complies with agency and department safety policies and practices. | | | 0.10 | |
| | | Totals | 1.00 | |

Section II. Special Projects Completed (Optional): In this section list and describe special projects the employee completed beyond the scope of normal job duties during the past evaluation period. For successful completion of special projects, additional rating points of up to 0.3 may be given.

How many (if any) additional points will be added to overall rating? _____

Grand Total Evaluation Rating:

- _____ Exceeds Expectations = 2.6 – 3.3
- _____ Meets Expectations = 1.6 – 2.59
- _____ Needs Improvement = 0.6 – 1.59
- _____ Does Not Meet Expectations = 0 – .59

NOTE: A rating of “Does Not Meet Expectations” will result in a 5% reduction in pay.

Section III. Status of Outcomes/Expectations/Objectives: In this section indicate the status of the employee’s outcomes/expectations/objectives for the previous 12 months. Include training objectives, if applicable.

Section IV. Outcomes/Expectations/Objectives For Next 12 Months: In this section list the employee’s *Outcomes/Expectations/Objectives* for the upcoming evaluation period. Include training objectives, if

applicable. Under *Action Steps*, define a plan to accomplish each objective. Under *Timing* indicate when the objective will be complete.

| Outcomes/Expectations/ Objectives | Action Steps | Timing |
|--------------------------------------|--------------|--------|
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Section V. Probationary Employees

This employee is recommended for permanent status: _____ Yes _____ No

If no, state the reason: _____

Supervisor's Note: The recommendation not to retain permanently must be made prior to the nine-month anniversary date.

Employee Comments:

Signatures:

| | |
|-------------------|-------|
| Employee: | Date: |
| Shift Supervisor: | Date: |
| Manager: | Date: |
| Department Head: | Date: |

The employee's signature indicates that the performance evaluation conference occurred, but not that the employee necessarily agrees with this performance evaluation. In accordance with Section 28-170 of the Catawba County Personnel Code, permanent employees have the right to appeal this evaluation. If the evaluation is appealed, employees must follow the procedure outlined in Section 28-170 of the Code.

